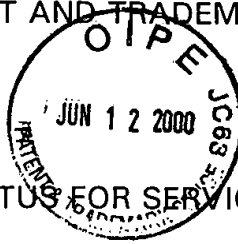


ATTORNEY'S DOCKET NO: C0441/7165

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,231
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)



Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

[X] Preliminary Amendment

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TECH CENTER 2700

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

6-9-00

DATE

THERESE HENDRICKS

By:
Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

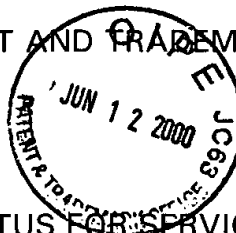
Docket No. C0441/7165
Dated: June 9, 2000
Xndd

ATTORNEY'S DOCKET NO: C0441/7165

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
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For: METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)



Assistant Commissioner for Patents
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Applicants request that the following amendments be made to the above application.

In The Title

Please delete the present title and substitute the following title:

RECEIVED
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-- METHOD AND APPARATUS FOR COMPONENT TO SERVICE
MAPPING IN SERVICE LEVEL MANAGEMENT (SLM) --

Respectfully submitted,

By: Theresa A. Hendricks
Therese A. Hendricks
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Docket No. C0441/7165
Dated: June 9, 2000